

From: [Charles Foster](#)
To: [Weldon, Stephen \(POL\)](#); [Jones, James \(POL\)](#)
Cc: [Hernandez, Oscar \(POL\)](#); [Mark Swenson](#)
Subject: RE: Evidence Synch
Date: Monday, March 14, 2016 12:21:41 PM
Attachments: [image001.png](#)
[image002.png](#)

Good morning gentleman,

After speaking to our Engineers and looking into the issue you are experiencing further, Run SYNC on Citrix virtual machine but plug USB on end user's computer, we came to the conclusion that Sync does not support that. When we initially discussed that setup we understood that we had never done that type of installation and had no reason to assume it would not work but unfortunately we were incorrect. So at this point it looks as if we have to look at an alternate solution to getting Sync installed.

Is it possible to have the user download Sync to their profile and install USB drivers on their local machine?

Very respectfully,

Charles Foster

Professional Services Manager

Direct: 480.463.2165 | Mobile: 602.571.3432

TASER | Axon

Protect Life. Protect Truth.

From: Weldon, Stephen (POL) [mailto:Stephen.Weldon@MassMail.State.MA.US]

Sent: Friday, March 11, 2016 12:58 PM

To: Jones, James (POL); Charles Foster

Cc: Hernandez, Oscar (POL); Tony Huang; Frank Lin; Mark Swenson

Subject: RE: Evidence Synch

Major,

I have left 2 Voice Message for Mr. Castillo. The second msg I left, I referred him to Oscar as I will be out of the office for the next 2 weeks.

Stephe Weldon

Executive Office of Public Safety and Security

Office of Technology and Information Services | Division of Support Services

Public Safety Help Desk

470 Worcester Road

Framingham, Ma 01702

p. 508-988-7482 | f. 508-820-2692

stephen.weldon@state.ma.us | <http://www.mass.gov/eops>

From: Mark Swenson [<mailto:mark@taser.com>]
Sent: Friday, March 11, 2016 10:40 AM
To: Jones, James (POL); Charles Foster
Cc: Weldon, Stephen (POL); Hernandez, Oscar (POL); Tony Huang; Frank Lin
Subject: Re: Evidence Synch

Major Jones,

New York State Police contact is

Note From Captain Underhill.

"Information Technology Services (ITS) took over the IS issues and are a separate agency now. However, your best POC is probably **Jim Castillo, 518-457-4084**".
NYS has deployed E.com to each of there computers within NYS. Sergeants and above are downloading firing data. Updates are done remotely. Jim should know exactly how they are doing it.

----Mark

Mark E. Swenson
Sr. Law Enforcement Manager
[917.576.1096](tel:917.576.1096)

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www.TASER.com | www.EVIDENCE.com

From: "Jones, James (POL)" <james.jones@MassMail.State.MA.US>
Date: Thursday, March 10, 2016 at 2:21 PM
To: OFFICE USER <mark@taser.com>, Charles Foster <cfoster@taser.com>
Cc: "Weldon, Stephen (POL)" <stephen.weldon@state.ma.us>, "Hernandez, Oscar (POL)" <oscar.hernandez@state.ma.us>
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Cc: [Hernandez, Oscar \(POL\)](#); [Tony Huang](#); [Frank Lin](#); [Mark Swenson](#)
Subject: RE: Evidence Synch
Date: Friday, March 11, 2016 2:57:54 PM
Attachments: [image001.png](#)
[image002.png](#)

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Date: Friday, March 11, 2016 2:57:00 PM
Attachments: [image001.png](#)
[image002.png](#)

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To: [Jones, James \(POL\)](#); [Mark Swenson](#); [Charles Foster \(cfoster@taser.com\)](#)
Cc: [Hernandez, Oscar \(POL\)](#)
Subject: RE: Evidence Synch
Date: Thursday, March 10, 2016 2:26:19 PM
Attachments: [image001.png](#)
[image002.png](#)

Mark,

The tech I spoke with on Tuesday was Justin Taylor. He provided me an MSI file intended for deployment to PC's via SCCM or the like.

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To: Mark Swenson; Charles Foster (cfoster@taser.com)
Cc: Weldon, Stephen (POL); Hernandez, Oscar (POL)
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Cc: [Hernandez, Oscar \(POL\)](#)
Subject: RE: Evidence Synch
Date: Thursday, March 10, 2016 2:26:00 PM
Attachments: [image001.png](#)
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Cc: [Weldon, Stephen \(POL\)](#); [Hernandez, Oscar \(POL\)](#)
Subject: Evidence Synch
Date: Thursday, March 10, 2016 2:21:18 PM
Attachments: [image001.png](#)
[image002.png](#)

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From: [Mark Swenson](#)
To: [Wood, Curtis \(EPS\)](#); [Turco, Thomas \(EPS\)](#)
Subject: Re: TASER Less Lethal Quote
Date: Tuesday, February 23, 2016 11:39:50 AM

Undersecretary Wood,
I tried to call the number on your business card but it went to a resort called "White Mtns".

Please let me know if you have any questions regarding the quote. Do you have an idea on when you would be purchasing?

Thank you

Mark

I am using voice-to-text technology, so please excuse mistakes.

Sent from iPhone

On Feb 15, 2016, at 12:44 PM, Mark Swenson <mark@taser.com> wrote:

Good Morning,

Attached is a quote for 200 X2s. I wanted to point out a couple of items.

1. This quote which includes the TASER Assurance Program (TAP). You will notice in years 2-3-4 & 5 a yearly payment TAP of \$62,030. After 5 years you get a brand new X2 and battery. Based on 2016 pricing.
2. The first year payment includes the TAP payment, so you will see line item for \$43,708 added. I received approval (until 3/16) to lock in 2016 pricing for cartridge, batteries and targets. Every year officers will shoot two cartridges as a refresher. I've included that in the yearly payments along with spare batteries and targets. The quote reflects that pricing in the yearly TAP payment.
3. Full five year warranty is included. If anything breaks TASER will replace. "No Questions asked".
4. I have included 200 15ft training cartridges at no charge. You will see that reflected in the quote.
5. As part of the TAP plan you will be receiving six(6) spare X2s with batteries at no charge.

Please reach out if you have any questions, concerns or need any changes.

Thanks and Happy Presidents' Day.

----Mark

Mark E. Swenson

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[917.576.1096](tel:917.576.1096)

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<taser_assurance_flyer final.pdf>

<MA Corrections Feb 2016.pdf>

From: [Mark Swenson](#)
To: [Wood, Curtis \(EPS\)](#); [Turco, Thomas \(EPS\)](#)
Subject: TASER Less Lethal Quote
Date: Monday, February 15, 2016 12:45:10 PM
Attachments: [taser_assurance_flyer_final.pdf](#)
[MA Corrections Feb 2016.pdf](#)

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From: [Mark Swenson](#)
To: thomas.dickhaul@massmail.state.ma.us; [Turco, Thomas \(EPS\)](#); [Wood, Curtis \(EPS\)](#)
Cc: [Brian Guild](#)
Subject: TASER
Date: Friday, February 12, 2016 3:09:17 PM

Sirs,

Thank you again for taking the time to meet yesterday. I am working on the quote for 200 X2s. As soon as I finalize, I will send out ASAP. I will have it out to you by Monday.

In the meantime, I have attached link to dropbox which includes some corrections focused videos and information. Let me know if you have trouble accessing.

<https://www.dropbox.com/sh/k7zk9b9n53s5szw/AACfjubd9gTNsfOlP9Kd1qtja?dl=0>

Please let me know if you need any additional information.

Thank you and enjoy the weekend.

---Mark

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From: [Dunne, Michaela \(CHS\)](#)
To: [Holly Gibeaut](#)
Cc: [Hickey, Shannon \(EPS\)](#); [Mark Swenson](#)
Subject: RE: Taser documentation
Date: Tuesday, May 12, 2015 9:06:48 AM

This is perfect, thank you!

From: Holly Gibeaut [mailto:holly@taser.com]
Sent: Monday, May 11, 2015 5:29 PM
To: Dunne, Michaela (CHS)
Cc: Hickey, Shannon (EPS); Mark Swenson
Subject: RE: Taser documentation

Ms. Dunne,

My apologies for not sending the required letter sooner. Please see the attached letter. The original is going out in the mail today. If you require anything further please let me know.

Best,

Holly Gibeaut
Assistant General Counsel

TASER INTERNATIONAL, INC.
17800 North 85th Street
Scottsdale, Arizona 85255

Phone: 800-978-2737
Direct: 480-502-6265
Fax: 480-905-2027
Email: hgibeaut@TASER.com

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From: Mark Swenson
Sent: Monday, May 11, 2015 1:36 PM
To: Dunne, Michaela (CHS); Holly Gibeaut
Cc: Hickey, Shannon (EPS)
Subject: RE: Taser documentation

Hi Michaela,

I had thought I sent you the letter of our intent to sell via a sole source letter. In any case, I am out of the office right now but have copied Holly in our legal department who can get that out ASAP.

Thanks

---Mark

From: Dunne, Michaela (CHS) [<mailto:michaela.dunne@state.ma.us>]

Sent: Monday, May 11, 2015 3:12 PM

To: Mark Swenson

Cc: Hickey, Shannon (EPS); Dunne, Michaela (CHS)

Subject: Taser documentation

Mark –

Back when you received your Massachusetts Dealer's licenses in order to sell Tasers directly to law enforcement agencies here in Massachusetts, you were supposed to notify me in writing of Taser's intent to sell Tasers in the Commonwealth (see section 8.07).

<http://www.mass.gov/eopss/docs/chsb/taser-regulations.pdf>

I don't believe you ever sent me this letter, which is a requirement to sell your product. Could you get me a letter as soon as possible? If you did send the letter, could you forward me a copy?

Thanks,
Michaela

Michaela Dunne | Manager of Law Enforcement & Justice Services

Massachusetts Department of Criminal Justice Information Services

200 Arlington Street, Suite 2200

Chelsea, MA 02150

p. 617.660.4682 | f. 617.884.4601

michaela.dunne@state.ma.us | mass.gov/cjis

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From: [Holly Gibeaut](#)
To: [Dunne, Michaela \(CHS\)](#)
Cc: [Hickey, Shannon \(EPS\)](#); [Mark Swenson](#)
Subject: RE: Taser documentation
Date: Monday, May 11, 2015 5:29:21 PM
Attachments: [2015-05-11 Ltr to MA.pdf](#)

Ms. Dunne,

My apologies for not sending the required letter sooner. Please see the attached letter. The original is going out in the mail today. If you require anything further please let me know.

Best,

Holly Gibeaut

Assistant General Counsel

TASER INTERNATIONAL, INC.
17800 North 85th Street
Scottsdale, Arizona 85255

Phone: 800-978-2737
Direct: 480-502-6265
Fax: 480-905-2027
Email: hgibeaut@TASER.com

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From: Mark Swenson
Sent: Monday, May 11, 2015 1:36 PM
To: Dunne, Michaela (CHS); Holly Gibeaut
Cc: Hickey, Shannon (EPS)
Subject: RE: Taser documentation

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---Mark

From: Dunne, Michaela (CHS) [<mailto:michaela.dunne@state.ma.us>]
Sent: Monday, May 11, 2015 3:12 PM
To: Mark Swenson
Cc: Hickey, Shannon (EPS); Dunne, Michaela (CHS)
Subject: Taser documentation

Mark –

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From: [Mark Swenson](#)
To: [Dunne, Michaela \(CHS\)](#); [Holly Gibeaut](#)
Cc: [Hickey, Shannon \(EPS\)](#)
Subject: RE: Taser documentation
Date: Monday, May 11, 2015 4:35:50 PM

Hi Michaela,

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From: Dunne, Michaela (CHS) [mailto:michaela.dunne@state.ma.us]
Sent: Monday, May 11, 2015 3:12 PM
To: Mark Swenson
Cc: Hickey, Shannon (EPS); Dunne, Michaela (CHS)
Subject: Taser documentation

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From: [Dunne, Michaela \(CHS\)](#)
To: MARK@TASER.COM
Cc: [Hickey, Shannon \(EPS\)](#); [Dunne, Michaela \(CHS\)](#)
Subject: Taser documentation
Date: Monday, May 11, 2015 3:13:29 PM

Mark –

Back when you received your Massachusetts Dealer's licenses in order to sell Tasers directly to law enforcement agencies here in Massachusetts, you were supposed to notify me in writing of Taser's intent to sell Tasers in the Commonwealth (see section 8.07).

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